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Alex Harris

Fyi-request-3553-d0bd7e89@requests.fyi.org.nz

Dear Mr Harris

Official Information Act Request

Thank you for your correspondence of 15 January 2016 seeking statistics relating to the NZSIS phone hotline and public contribution form.

Your specific questions are outlined below along with my response.

- **The number of calls received through the phone hotline in 2015.**
2602 completed calls were made to the 0800 number. Incomplete calls might occur because the line was busy, the call was not answered or the call was of short duration.
- **The number of those calls subsequently determined to be of security interest.**
- **The number of those calls determined to be frivolous or vexatious.**
- **The number of those calls determined to be wrong numbers.**
The break-down of information in respect of the above three questions is not held. Accordingly, this aspect of your request is refused pursuant to section 18(g) of the Official Information Act 1982.
- **The number of submissions received through the public contribution form in 2015.**
From the period 1 January 2015 to 31 December 2015, the NZSIS received 370 submissions from the public.
- **The number of submissions subsequently determined to be of security interest.**
70 submissions were determined to be of security interest. Action is taken on information received that is of direct relevance to NZSIS intelligence priorities, for example terrorism and espionage; and that meets a minimum threshold of validity and credibility.

- **The number of submissions determined to be spam.**
- **The number of submissions determined to be frivolous or vexatious.**

Spam or frivolous or vexatious emails are considered the same in our triaging process and formally referred to as 'not of security interest/relevance'. 281 fall into this category. This number includes duplicate submissions.

The remaining 19 submissions did not meet the threshold for our definition of 'security interest' but are not considered to be spam or frivolous/vexatious. These submissions are formally recorded in the event further corroborating information comes to light. This number includes duplicate submissions.

Please note that you have the right to make a complaint to the Ombudsman under section 28 of the Official Information Act regarding this response.

Yours sincerely

A handwritten signature in blue ink that reads "Rebecca Kitteridge". The signature is written in a cursive style with a horizontal line underneath it.

Rebecca Kitteridge
Director of Security